

EBT Coordinator Update



FROM PAPER TO PLASTIC

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Speedier Access to Citicorp Customer Service Representatives

Local agency staff can now call 1-877-415-5164 and transfer directly to a customer service representative by entering a password. The customer service representatives have heightened levels of training to deal with calls from food stamp workers and designated EBT staff in your agency. You can press an option to speak to a representative regarding the Card Activation and PIN Selection device (CAPS) troubleshooting, CAPS password resets, or cardholder problems.

Please share this information with food stamp workers and designated EBT staff in your agency. *Ask staff to keep the password confidential and never supply it to non-agency personnel.* If unauthorized staff use the service, the password may be changed.

Here is the procedure:

1. Call 1-877-415-5164
2. When you hear the initial "welcome" greeting, press the star key.
3. You will hear the prompt to enter the seven-digit password followed by the pound sign.
4. Enter password provided by your EBT Coordinator
5. You will hear "Please hold while your call is transferred to a customer service representative. To ensure that quality service is provided by our representatives, your call may be monitored or recorded for training and quality purposes".
6. The next message you will hear is "If your call is regarding a PIN selection device, please press 1 now; for all other assistance, please press 2".
7. Press 1 for CAPS troubleshooting or CAPS password reset.
8. Press 2 for other problems.
9. You will be transferred to a customer service representative.

Password Reset for CAPS Users

Staff with CAPS access that need a password reset should get a call back from the customer service representative within 2 hours. If you do not get a call back, call again. Report any delays to the CARES Call Center. (Provide the date and time of the call and the CSR name, if you have it.)

Revisions to EBT Training Material

We are in the process of identifying all updates/revisions needed to the EBT Q&A, wallet card, QUEST card mailer and other EBT training materials. We also plan to request changes to the CEFS customer service automated response unit (ARU) script. We will be contacting all EBT coordinators in the near future for comments and feedback on the revisions being considered.

EBT Refresher Training

Two new refresher-training courses (Electronic Benefits Transfer and Citicorp; Electronic Benefits Transfer and CARES) scheduled in Madison for August 2002 and Mosinee for September 2002 were cancelled due to low enrollment. Northwest Wisconsin counties requested EBT refresher training and exceeded the minimum class sizes so classes were held in Superior in October 2002. Thanks to the agencies that sent staff to the training sessions! These local agencies said they benefited greatly from these classes.

Currently, there are no classes scheduled. Check the BPS course catalogue to see if classes are scheduled or contact Cheri Niemczyk at (608) 266-2664 or email cheri.niemczyk@dwd.state.wi.us to check on class availability. Let her know if you have staff that would like to attend these classes.

PIN Carry Over on Replacement Cards

Citicorp continues to have a problem with the PIN carrying over to replacement cards ordered through Customer Service. Thanks to Racine County for provided examples of this problem. Citicorp is working on a fix. A fix was moved to production the first week in November but was backed out because the fix caused vault cards issued that day to be incorrectly cancelled. Customer service representatives should advise callers to select a PIN for the replacement card until the problem is fixed.

If the cardholder is pinning a replacement card using the CAPS device, you will need to do a PIN change (Key 3) not PIN a new card (Key 1). The card status of a replacement card is active therefore a PIN change is needed.

EBT Problems Summary

We have put together a document that lists current EBT problems to assist you in resolving client questions and issues. [Click here](#) for the EBT Problems Summary.

Out-of- State Usage Report

A new EBT report will be available on EOS by the end of the year. The POS Out-of-State Usage report will provide information on Wisconsin QUEST card transactions outside Wisconsin. It will be sorted by agency/by worker and will list open FS cases that had out-of-state transactions in both the report month and the previous month. Use this report to identify cases that need follow-up based on your agency's location, the city and state where the transactions occurred, and the period of time that the transactions covered. Cardholders may be visiting out of state, working out-of state or may have relocated out-of state. We will notify you when the report is available on EOS.